

JUN 02 2004



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FACSIMILE COVER SHEET

TO: Examiner Olisa Anwah, Group 2645 FAX NO.: 703-872-9306

FROM: Anthony L. Venezia; Registration No. 48,382

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the **PATENT APPLICATION** of:

Zheng Fang

Application No.: 09/834,861

Confirmation No.: 5580

Filed: April 13, 2001

For: CUSTOMER PREMISES EQUIPMENT
THAT CAN SUPPORT MULTIPLE CALL
CONTROL LANGUAGES OR MULTIPLE
CALL AGENTS

Group: 2645

Our File: MOT-D2544

Date: June 2, 2004

COMMENTS:

NUMBER OF PAGES INCLUDING THIS COVER SHEET: 9

NOTIFY Cynthia C. Webb IF TRANSMISSION IS NOT COMPLETE OR LEGIBLE.

I hereby certify that this paper is being facsimile transmitted to the United States Patent and Trademark Office on June 2, 2004.

A handwritten signature of Anthony L. Venezia in black ink, written over a horizontal line.
Anthony L. Venezia

A handwritten signature of the date 'June 2, 2004' in black ink, written over a horizontal line.
Date

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VIA FACSIMILE
TO 703-872-9306

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REPLY PURSUANT TO 37 C.F.R. §1.116

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Sir:

This Reply is responsive to the Office Action dated March 2, 2004. Please
amend the application as follows: